Workforce Integrated Management System (WIMS) Service *Level Agreement*

July 5, 2005

Final Version 1.2.1

DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Version	Effective Date	Description of Change
Baseline	Version 1.0	12/15/2004	
Revision	Version 1.1	4/1/2005	Added GSFC to list of customers, updated paragraph 2.5 to show funding from NASA HQ, minor update in paragraph 3.2.2
Revision	Version 1.2	4/26/2005	Incorporated comments received from Centers and HQ. Spelled out all acronyms the first time they are used, updated text in tables to ensure consistency of tenses. Added acronym list to beginning of document.
Revision	Version 1.2.1	7/05/2005	Changed Service Provider and CCB chair

CONTENTS

ACROYNMS

CAPS	Complement Allocation Planning System
CCB	Configuration Control Board
CMS	Competency Management System
CRS	Change Request System
FPPS	Federal Personnel Payroll System
HW	Hardware
LAN	Local Area Network
LaRC	Langley Research Center
NACC	NASA Automated Data Processing Consolidation Center
O&SS	Operations and Sustaining Support
POC	Point of Contact
PRLS	Program/Projects Requirements
SLA	Service Level Agreement
SW	Software
WBS	Work Breakdown Structure
WebTADS	Web-based Time and Attendance Distribution System
WIMS	Workforce Integration Management System

1.   INTRODUCTION

1.1   Purpose

This Service Level Agreement (SLA) between NASA Langley Research Center (hereafter referred to as Service Provider) and the NASA Centers listed in paragraph 1.2 below (hereafter referred to as Centers) establishes a commitment for sustaining support and hosting of the Workforce Integration Management System (WIMS). This document clarifies all parties' responsibilities and procedures to ensure Customer needs are met in a timely manner. The SLA should be considered as a "living" document with periodic reviews and changes when one of the following events occur: 1) the environment has changed, 2) the users' expectations and/or needs have changed, 3) workloads have changed, 4) the regularly scheduled annual review period is entered, or 5) one or more Centers or the Service Provider request an out of cycle review

1.2   Customers

- Ames Research Center

- Dryden Flight Research Center

- Glenn Research Center

- Goddard Space Flight Center

- Headquarters

- Johnson Space Center

- Kennedy Space Center

- Langley Research Center

- Marshall Space Flight Center

- Stennis Space Center

1.3   Key Center Personnel

Each Center shall appoint one person to act as their primary Point of Contact (POC) for WIMS issues. This POC shall be the Center's voting member of the Configuration Control Board (CCB) and shall be the primary liaison between their Center and the Service Provider. If desired, the POCs may delegate functions to one or more individuals that have been granted WIMS Administrator privileges. The POCs shall notify the CCB Chairperson of any such delegations.

A current listing of key personnel is posted on the WIMS help page.

1.4   Referenced Documents

All referenced documents are posted to the WIMS site within the Help module.

- WIMS Configuration Management Plan
- WIMS Training Plan

2.   TERMS AND CONDITIONS

2.1   Period of Performance

This Agreement is valid from the date of approval. It remains in effect for the lifespan of the WIMS application or until superseded by a revised Agreement.

2.2   SLA Maintenance

The WIMS CCB, Service Provider, and Centers will review the SLA annually beginning one year after the initial publication date of this Agreement. The CCB Chairperson is responsible for scheduling the annual reviews, implementing a process to collect suggestions for updates, distributing a draft of the revised SLA, ensuring that all changes are properly approved by the CCB, and distributing the final revised document.

2.3   Sustaining Support Services

The Service Provider agrees to provide the following sustaining support services for WIMS:

- System Administration of Hardware and Software (HW/SW)
- System upgrades for HW/SW
- Documentation
- System Backups
- Tier III Help Desk support
- Error detection and resolution
- CCB administration

2.4   Availability of Services

The following table identifies the hours during a regular work week that WIMS support services will be provided.

Service	Support Hours
Service Provider Help Desk Support	0700 to 1700 Eastern Time, Monday through Friday, except Federal holidays. Procedures for assisting Centers with services will follow the WIMS Help Desk Memorandum of Understanding.

Service	Support Hours
Application Functional, Development, and Operations Support	0800 to 1700 Eastern Time, Monday through Friday, except Federal holidays. Additional support may be scheduled when mutually agreed upon in advance by the Service Provider and one or more Center POCs
System Availability	With the exception of unplanned outages beyond the control of the support staff and planned outages for upgrades and maintenance, WIMS services will be available 24/7/365
Agency Interfaces	Daily uploads from the Competency Management System (CMS), the Web-based Time and Attendance Distribution System (WebTADS), and the Federal Personnel Payroll System (FPPS) if desired by the Center POC.

2.5   Funding of Services

NASA Headquarters will fund all operations and sustaining costs for the remainder of the fiscal year after the completion of the WIMS Project's implementation phase. At the completion of this time period, Operations and Sustaining Support (O&SS) costs will also be provided by NASA Headquarters.

O&SS costs include the acquisition and maintenance of all WIMS hardware managed by the Service Provider; annual software license renewals for the products underlying the WIMS software infrastructure; and labor cost associated with the Service Provider's operations of the WIMS system.

Though most costs for WIMS O&SS will be incurred at the Service Provider site, some operations and sustaining support activities will be executed at the Centers. Center sustaining support activities are identified in the remainder of this document.

3.   SUPPORTED SERVICES

3.1   Change Requests

WIMS includes a set of Agency standard functions and interfaces and custom functions and interfaces tailored to the needs of each Center. Requests for both Agency or Center-specific modifications or enhancements shall follow the change management process documented in the WIMS Configuration Management Plan.

3.2   Operational Support Elements

WIMS operational support falls into six distinct elements listed below. The parties responsible for each support element are shown in parenthesis and descriptions are available in the following sections.

- Center Infrastructure Support (Centers)
- Agency Infrastructure Support (NACC)
- Business Process Support (Centers, WIMS CCB and Service Provider)
- Functional Support (Centers, WIMS CCB and Service Provider)
- Development Support (Service Provider)
- Operations Support (Service Provider)

The following tables provide definitions and examples of the type of support provided within each support element.

3.2.1 Center Infrastructure Support

Support Element	Responsible Party	Description of Support
Center Infrastructure	Centers	Each NASA Center shall be responsible for the maintenance of all WIMS support hardware and software resident at their Center. This includes but is not limited to: • Providing and maintaining user desktop equipment and Local Area Networks (LANs) • Ensuring desktop software versions are compatible with the WIMS application • Working with WIMS CCB and Center information technology support team members to assist with network problem resolution • Assisting with planning and implementation of major in-scope application release upgrades • Scheduling and participating in the Center testing in the SAT environment

3.2.2 Agency Infrastructure Support

Element of Support	Responsible Party	Description of Support
Agency Infrastructure	NACC	Agency Infrastructure support is limited to the following Network services: • Hardware acquisition, installation and maintenance • Disaster recovery planning and testing • Storage management (allocation, backups, restores, archiving) • Network performance monitoring
Agency Systems – CMS, FPPS, and WebTADS data	CMS, FPPS, and WebTADS	WIMS obtains up to date information from CMS, FPPS and WebTADS. Interface Design Agreements (IDA) have been created with these systems. Failure of any system to comply with the appropriate IDA will cause information transfer failures.

3.2.3 Business Process Support

Business process support includes establishing and refining organizational policies and business rules. Business processes and their support remain the responsibility of the NASA Centers. Business owners shall designate key individuals to coordinate business process support with application functional support.

Support Element	Responsible Party	Description of Support
Business Processes	Centers	- Provide ownership of the business processes - Provide local business process expertise to respond to Center user questions and work closely with the Service Provider to resolve Center business process issues - Reconcile data from systems interfacing with WIMS (i.e. WebTADS, CMS, FPPS) - Reconcile any discrepancies between SAP and/or Center-unique systems and WIMS - Coordinate User/System testing and provide testing results to the Service Provider - Train Center users - Maintain Center configuration tables - Review policy decisions - Participate in the WIMS configuration management process to the level identified in the WIMS Configuration Management Plan - Maintain any legacy-side interfaces with the WIMS system - Participate on WIMS CCB established "Tiger Teams" as needed to support application functionality research requests to allow the WIMS CCB to determine business process impact

3.2.4 Functional Support

Functional support addresses how the application functions and is used to accomplish the business objectives of the enterprise. This requires a detailed understanding of the WIMS application and close

relationships with the owners of the various functional areas and with the Development and Operational Support personnel. By definition, this service does not directly involve modifying any application code or properties.

Support Element	Responsible Party	Description of Support
Functional	Centers	- Provide Level I and II help desk support - Identify WIMS Center Administrators - Maintain Center unique training materials and Business Rules
	Service Provider	- Provide Level III help desk support - Manage security - Track and resolve software, system and/or server problems - Manage problems to ensure full analysis of issues and expeditious resolution - Provide training as identified in the WIMS Training plan

3.2.5 Development Support

Development support includes any changes to software other than those required for Problem Resolution. Application Development also includes understanding the enterprise requirements for change request, change control, and configuration management.

Support Element	Responsible Party	Description of Support
Development	Service Provider	• Manage software configuration in response to WIMS CCB actions and direction or to resolve system operational issues. Configuration management includes but is not limited to product development, installation of third-party tools, integration with Center and/or Agency systems, development and enhancements of queries and reports, automation of table loads, exports, and mass data changes • Develop and distribute Agency training materials • Troubleshoot and solve technical problems • Recommend system infrastructure improvements • Plan and coordinate application release upgrades

3.2.6 Operations Support

Operations Support includes initial setup of the WIMS environment for each Center, maintenance, monitoring and tuning to optimize performance, change control and configuration management.

Support Element	Responsible Party	Description of Support
Operations	Service Provider	• Manage all components of the WIMS architecture (operating system, database and application) including licensing, installation, configuration, maintenance • Plan and carry out preventive or routine maintenance to ensure continuous operability. • Coordinate change management with supported Centers. Dates and times for required system outages will be negotiated to ensure minimal impact on Center operations • Monitor the WIMS components (application, operating system, database servers and network) to ensure continuous operability • Implement release upgrades and ensure expected performance in production • Provide disaster recovery support

3.3   **Problem Resolution**

3.3.1 WIMS Change Request System (CRS)

The WIMS CRS shall be the primary means of reporting non time sensitive issues or requests for system enhancements. All items submitted in CRS will be automatically forwarded to the Center CCB Member and processed as identified in the WIMS Configuration Management Plan.

Issues that are time sensitive or not otherwise suited for resolution through the WIMS CRS shall be handled through the Help Desk as outlined in the next paragraph.

3.3.2 Help Desk Support

WIMS help desk support will operate on a three tier system.

- Tier 1: This level of support is intended to field and record all requests for service and support relating to questions on local business rules or normal WIMS training and use. Each Center is responsible for setting up local help desk services and training the Tier 1 support personnel.

- Tier 2: This level of support will handle Center-specific operational support issues that require more in depth training and expertise than the Tier I personnel are able to provide. The Center WIMS POC or their designated representatives will provide Tier 2 support.

- Tier 3: The WIMS POC or their representative shall pass to the Langley Research Center (LaRC) help desk (757-864-3250) any WIMS issues that cannot be resolved at the local level. The LaRC help desk will create a trouble ticket, assign responsibility for resolving the issue to designated WIMS development personnel, and track the status of the issue until it is resolved.

3.4   Other Services

3.4.1   User Account Administration

Each Center shall administer its own user accounts via the WIMS Center Administrator(s). Managing user accounts includes:

- Assigning user roles

- Processing account requests

- Assigning WIMS functional responsibilities

- Removing unused accounts

3.4.2   Maintenance of Center-Specific Tables

The WIMS Center Administrators and Center POCs shall be responsible for maintaining all Center-specific tables. This includes Work Breakdown Structure (WBS) and Complement Allocation Planning System (CAPS) tables as well as the Program/Projects Requirements Library (PRLS) . If system changes are needed, the Center POC shall submit a change request via the WIMS Change Request System, explaining the scope of the change and its rationale. This request will be processed using the procedures outlined in the WIMS Configuration Management Plan.

4. PERFORMANCE STANDARDS

The following performance standards have been established. These standards will be monitored and modified if necessary.

Service	Definitions	Standards
Application Response Time	The WIMS application is defined as the production instance the Center is accessing. Testing and training instances may not perform as quickly as the production instance.	Interactive response rate should be less than 7 seconds. This excludes report generation. The reports provided by WIMS can be large and complex. Reports that are large in size should be downloaded to Excel for display and usage.
Problem Resolution	*Severity 1* problems are immediate and total loss of critical business functions.	In any 4-month period, 95% of severity 1 problems will be resolved within 4 business hours.
	Severity 2 problems are significant loss of critical business functions.	In any 4-month period, 90% of severity 2 problems will be resolved within 8 business hours.
	Severity 3 problems are partial loss of critical business functions, Total loss of non-critical business functions, Total loss of individual productivity.	In any 4-month period, 90% of severity 3 problems will be resolved within 24 business hours(2 Business Days).
	Severity 4 problems are all problems other than Severity 1, 2 or 3	In any 4-month period, 90% of severity 4 problems will be resolved within 30 business days.
	Severity 5 problems have no service level measurement for completion	No measurement for Severity 5
Application Modifications	*On time* means made available for production on the date mutually agreed.	In any 4-month period, 90% of modifications will be on time.
	A modification is right *the first time* if it does not have to be changed or pulled out of production within 5 days of its initial use.	In any 4-month period 90% of modifications will be right the first time.
Availability Requirements	**Primary Business Hours** requirements (excluding planned outages): 0600– 1900 (ET) Mon – Fri.	Time during which users are able to access the WIMS system and perform work.

5.   PERFORMANCE MONITORING

The Service Provider is responsible for monitoring its own performance and for alerting the WIMS CCB if any significant departure from the standards is expected. The Service Provider will report its performance against this SLA as follows:

Table 1. Service Provider Performance Reporting Schedule

Frequency	Due by	Delivered to
Monthly	10th business day of the following month	WIMS CCB

The reports will include:

- Summary of services delivered
- Assessment of actual performance versus the standards listed in Section 4 above
- Status of major projects
- Status of major issues

The WIMS CCB reserves the right to audit the accuracy of the performance reports.

6.   SIGNATURES OF APROVAL

By signing below, all parties agree to the contents of this Agreement.

Service Provider (Langley Research Center):

Name	Title	Signature	Date